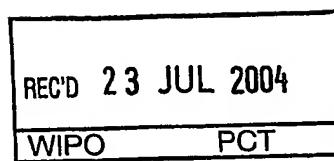




The Patent Office
Concept House
Cardiff Road
Newport
South Wales
NP10 8QQ



I, the undersigned, being an officer duly authorised in accordance with Section 74(1) and (4) of the Deregulation & Contracting Out Act 1994, to sign and issue certificates on behalf of the Comptroller-General, hereby certify that annexed hereto is a true copy of the documents as originally filed in connection with the patent application identified therein.

In accordance with the Patents (Companies Re-registration) Rules 1982, if a company named in this certificate and any accompanying documents has re-registered under the Companies Act 1980 with the same name as that with which it was registered immediately before re-registration save for the substitution as, or inclusion as, the last part of the name of the words "public limited company" or their equivalents in Welsh, references to the name of the company in this certificate and any accompanying documents shall be treated as references to the name with which it is so re-registered.

In accordance with the rules, the words "public limited company" may be replaced by p.l.c., plc, P.L.C. or PLC.

Re-registration under the Companies Act does not constitute a new legal entity but merely subjects the company to certain additional company law rules.



Signed

Dated 14 July 2004

Andrea George

**PRIORITY
DOCUMENT**
SUBMITTED OR TRANSMITTED IN
COMPLIANCE WITH RULE 17.1(a) OR (b)

Patents Form 1/77

Patents Act 1977
(Rule 16)

THE PATENT OFFICE
DL
- 7 JUL 2003

07JUL03 002900
P01/7700 0.00-0315842.5

177

The Patent Office

Cardiff Road
Newport
South Wales
NP10 8QQ**RECEIVED BY FAX**

Request for grant of a patent
(See the notes on the back of this form. You can also get an explanatory leaflet from the Patent Office to help you fill in this form.)

1. Your reference

11284PG GB/AB

0315842.5

07 JUL 2003

2. Patent application number
(The Patent Office will fill in this part)

3. Full name, address and postcode of the or of each applicant (underline all surnames)

Reckitt Benckiser N.V.
Kantoorgebouw De Appelaar
De Fruittuinen 2-12
2132 NZ Hoofddorp
NETHERLANDS

Patents ADP number (if you know it)

07921075005

If the applicant is a corporate body, give the country/state of its incorporation

Netherlands

4. Title of the invention

Water-Softening Method

5. Name of your agent (if you have one)

"Address for service" in the United Kingdom to which all correspondence should be sent
(including the postcode)

Andrew Stephen BROWN
Reckitt Benckiser plc
Group Patents Department
Dansom Lane
Hull
HU8 7DS

08233553001

Patents ADP number (if you know it)

077999521001

6. If you are declaring priority from one or more earlier patent applications, give the country and the date of filing of the or of each of these earlier applications and (if you know it) the or each application number

Country Priority application number
(if you know it) Date of filing
(day / month / year)

7. If this application is divided or otherwise derived from an earlier UK application, give the number and the filing date of the earlier application

Number of earlier application Date of filing
(day / month / year)

8. Is a statement of inventorship and of right to grant of a patent required in support of this request? (Answer 'Yes' if
a) any applicant named in part 3 is not an inventor, or
b) there is an inventor who is not named as an applicant, or
c) any named applicant is a corporate body.
See note (d))

Yes

Patents Form 1/77

0073769 07 JUL 03 02 32

11284P6GB

1

DRAFT COPY

WATER-SOFTENING METHOD

This invention relates to a method of water-softening
5 using a water-softening product and products useful in
such methods. The invention describes such products and
processes wherein a change to the product occurs during
the water-softening process.

10 It is well known that certain metal compounds, notably
calcium compounds, have a significant effect on the
properties of water. "Hard" water containing a
significant loading of soluble calcium and magnesium
compounds form a scum with soap or detergent and may
15 require a larger amount of detergent in order to provide
an efficient clean. Scale deposits can readily form from
such water, for example on heating or pH change or
evaporation. These deposits can be encrustations, or
watermarks left on evaporation of water droplets from,
20 especially, a shiny surface. In addition hard water can
form encrustations on fabric washed using such water
giving a harsh feel to the fabric.

There have been many proposals for the removal of
25 metal ions from aqueous solutions. In the industrial
context proposals have included filter beds and polymeric
filters for capturing heavy metal ions from an aqueous
solution flowing within a passageway. Examples are given
in EP-A-992238 and GB-A-20869564. In the domestic context
30 sequestrants can be added to an aqueous washing solution
and these can capture metal ions, such as calcium ions.
Examples of such sequestrants are given in EP-A-892040.

11284P6GB

2

However, many consumers are sceptical as to the benefits derived from the use of water-softening products since the benefits are not immediately obvious after a single use of the product, the benefits tend to accumulate over time, for example preventing encrustation of heating elements or encrustation onto the fabric. Typically the water-softening product is consumed during the process or is washed away, such as in the use of powder, tablets or liquid products.

10

WO0218533 and WO0218280 describe water-softening products that are not consumed during washing processes, because they are not water-soluble, and which are too large to be washed away during any rinsing step. However, these products (active water insoluble sheets or water insoluble pouches) provide no cue to the consumer that they have provided any benefit.

In a multi-step washing process, such as that carried out by a clothes washing machine, it can be a problem that the water-softening product is discharged with the waste water, at an intermediate stage of the process, and is not available for later stages.

There is a need for a product which will soften water, for example by binding metal ions present in water, at least calcium ions and preferably also other metal ions, in a convenient manner, preferably through the entire course of a procedure (for example a washing process) and preferably provide some sort of visible cue to the consumer that the product has worked.

11284P6GB

3

In accordance with a first aspect of the present invention there is provided a method of softening water, wherein hard water is contacted with a product having an enclosing wall and containing a substantially water-insoluble water-softening agent able to bind calcium ions, the wall being permeable to the water and to components dissolved therein but retaining the substantially water-insoluble water-softening agent characterised in that the product has a different appearance before being contacted with the hard water than after the product is contacted with the hard water.

Alternatively provided is a water softening product having an enclosing wall and containing a substantially water-insoluble water-softening agent able to bind calcium ions, the wall being permeable to the water and to components dissolved therein but retaining the substantially water-insoluble water-softening agent characterised in that the product has a different appearance after being contacted with the hard water than before the product is contacted with the hard water.

Ideally the change is a gross change to the product. A gross change is one which is manifestly evident to the user and which remains visible even after the product is dry to the touch.

Suitable gross changes in the appearance of the product that may be perceived by the user of the product are selected from; size, shape, colour, increased opacity, surface texture and flexibility.

11284P6GB

4

By substantially water-insoluble water-softening agent we mean an agent, more than 50% wt, preferably at least 70% wt, more preferably at least 85% wt and most preferably at least 95% wt, and optimally 100% wt, of which is retained in the product, when the product is used under the most rigorous conditions for which it is intended.

A method of softening water may be a method used in a ware washing machine, for example a clothes washing machine or a dishwashing machine. Preferably the product is able to work through the wash and the rinse cycle of the machine; or only in the rinse cycle, or just in the washing cycle.

Alternatively a method in accordance with the invention may be a manual method, for example using a hand-cloth or mop, and an open vessel, for example a bucket or bowl. Thus, the cleaning method could be a method of cleaning a hard surface, for example a window, a tiled surface, shower screen, dirty tableware and kitchenware, a sanitaryware article, for example a lavatory, wash basin or sink, a car (which we regard as a "household article" within the terms of this invention) or a kitchen worktop.

Alternatively we present a method of providing improved cleaning in a clothes washing machine, wherein a product containing a substantially water-insoluble water softening agent, having a wall permeable to water and to metal ions therein but impermeable to the agent is located in the machine such that inflowing hard water flows through the product, thereby effecting the softening of

11284P6GB

5

the water in the machine characterised in that the product has a different appearance before being contacted with the hard water than after the product is contacted with the hard water.

5

A product may be disposed in a clothes washing machine throughout the wash and rinse cycles, for example by being 10 placed in the machine's drum with laundry to be washed. Alternatively a product may be disposed in the rinse and/or the wash portion of the dispensing drawer of a clothes washing machine, such that rinse and/or wash water flowing through the loading drawer and into the machine is 15 rendered lower in calcium ion concentration.

Water-insoluble Water Softening Agent

A water-insoluble agent could comprise polymeric 20 bodies. Suitable forms include beads and fibres. Examples include polyacrylic acid and algins. The water-insoluble agent could alternatively be an inorganic material, for example a granular silicate or zeolite which is retained by the product walls.

25

The polymeric bodies may, if not inherently sequestrant, be processed in any of a number of ways. Sequestrant side chains may be grafted onto the bodies, for example using the well-known techniques of radiation 30 grafting or chemical grafting. Radiation grafting is described in WO 94/12545. Chemical grafting is described in GB 2086954A. Alternatively for certain side chains the polymeric bodies may be fabricated (for example melt spun)

11284P6GB

6

already bearing the sequestrant side-chains, as described in EP 486934A. In yet other embodiments polymeric bodies not bearing sequestrant side chains may be coated with material which has the side chains. The polymeric bodies 5 may, in effect, be regarded as carrying the side chains by mechanical adhesion. Alternatively they may attach by cross-linking, as described in EP 992283A.

Preferably sequestrant side chains are any side-chains 10 which can be carried by polymeric bodies, and which are able to bind calcium (and preferably other) ions, and whose effectiveness in doing that is not substantially diminished by a cleaning agent. Suitable calcium-binding side-chains include residues of acids, for example of 15 acrylic or methacrylic acid, or carboxylic acids, or of sulphonic acids, or of phosphonic acids. Residues of organic acids are preferred. Particularly preferred are residues of methacrylic or, especially, acrylic acid.

20 Alternative calcium-binding side chains of polymeric bodies may include amino groups, quaternary ammonium salt groups and iminodicarboxyl groups $-N\{(CH_2)_nCOOH\}_2$, where n is 1 or 2.

25 Further suitable calcium-binding side chains of polymeric bodies may include acyl groups as described in EP 984095A. These have the formula



30

where X represents a residue in which one carboxyl group is eliminated from a monocarboxylic acid or dicarboxylic acid;

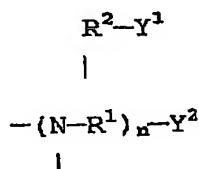
11284P6GB

7

V represents hydrogen or a carboxyl group;

M represents hydrogen; or

5

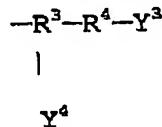


10

M'

wherein R¹ represents a residue in which one hydrogen is eliminated from a carbon chain in an alkylene group, R² represents a direct bond or an alkylene group, Y¹ and Y² are the same or different and each represents hydrogen, a carboxyl group, an amino group, a hydroxy group or a thiol group, n is an integer of 1 to 4, M' represents hydrogen or

20



wherein R³ represents a residue in which one hydrogen is eliminated from a carbon chain in an alkylene group; R⁴ represents a direct bond or an alkylene group, Y³ and Y⁴ are the same or different and each represents hydrogen, a carboxyl group, an amino group, a hydroxy group or a thiol group; and Z represents hydrogen or has the same meaning as that of M.

Such side chains are preferably carried by polymeric fibres selected from polyolefins, poly(haloolefins),

11284P6GB

8

poly(vinylalcohol), polyesters, polyamides, polyacrylics, protein fibres and cellulosic fibres (for example cotton, viscose and rayon). Polyolefins are especially preferred, particularly polyethylene and polypropylene.

5

When side chains are grafted onto the base polymeric bodies a preferred process is one using irradiation, in an inert atmosphere, with immediate delivery to irradiated bodies of acrylic acid. Preferably the radiation is electron beam or gamma radiation, to a total dose of 10-300 kGy, preferably 20-100 kGy. The acrylic acid is preferably of concentration 20-80 vol %, in water, and the temperature at which the acrylic acid is supplied to the irradiated polymeric bodies is preferably an elevated temperature, for example 30-80°C. Preferably the base polymeric bodies are polyethylene, polypropylene or cellulosic fibres.

In a preferred feature the water-insoluble agent comprises cation exchange resin. Cation exchange resins may comprise strongly and/or weakly acidic cation exchange resin. Further, resins may comprise gel-type and/or macroreticular (otherwise known as macroporous)-type acidic cation exchange resin. The exchangeable cations of strongly acidic cation exchange resins are preferably alkali and/or alkaline earth metal cations, and the exchangeable cations of weakly acidic cation exchange resins are preferably H⁺ and/or alkali metal cations. Suitable strongly acidic cation exchange resins include styrene/divinyl benzene cation exchange resins, for example, styrene/divinyl benzene resins having sulfonic functionality and being in the Na⁺ form such as Amberlite 200, Amberlite 252 and Duolite C26, which are

11284P6GB

9

macroreticular-type resins, and Amberlite IR-120, Amberlite IR-122, Amberlite IR-132, Duolite C20 and Duolite C206, which are gel-type resins. Suitable weakly acidic cation exchange resins include acrylic cation exchange resins, for example, Amberlite XE-501, which is a macroreticular-type acrylic cation exchange resin having carboxylic functionality and being in the H⁺ form, and Amberlite DP1 which is a macroreticular-type methacrylic/divinyl benzene resin having carboxylic functionality and being in the Na⁺ form.

Other forms of water insoluble ion exchange agents can be used - such agents include alkali metal (preferably sodium) aluminosilicates either crystalline, amorphous or a mixture of the two. Such aluminosilicates generally have a calcium ion exchange capacity of at least 50 mg CaO per gram of aluminosilicate, comply with a general formula:



and incorporate some water. Preferred sodium aluminosilicates within the above formula contain 1.5-3.0 SiO₂ units. Both amorphous and crystalline aluminosilicates can be prepared by reaction between sodium silicate and sodium aluminate, as amply described in the literature.

Suitable crystalline sodium aluminosilicate ion-exchange detergency builders are described, for example, in GB 1429143 (Procter & Gamble). The preferred sodium aluminosilicates of this type are the well known commercially available zeolites A and X, and mixtures

11284P6GB

10

thereof. Also of interest is zeolite P described in EP 384070 (Unilever).

Another class of compounds are the layered sodium silicate builders, such as are disclosed in US-A-4464839 and US-A-4820439 and also referred to in EP-A-551375.

These materials are defined in US-A-4820439 as being crystalline layered, sodium silicate of the general formula



where

M denotes sodium or hydrogen,
x is from 1.9 to 4 and y is from 0 to 20.

Quoted literature references describing the preparation of such materials include Glastechn. Ber. 37, 194-200 (1964), Zeitschrift für Kristallogr. 129, 396-404 (1969), Bull. Soc. Franc. Min. Crist., 95, 371-382 (1972) and Amer. Mineral, 62, 763-771 (1977). These materials also function to remove calcium and magnesium ions from water, also covered are salts of zinc which have also been shown to be effective water softening agents.

In principle, however, any type of insoluble, calcium-binding material can be used.

Preferably the calcium-binding modifying agent is also able to bind magnesium ions.

11284P6GB

11

Preferably the product also includes water-soluble water softening agents that are capable of being washed away from the product. By the term "water-soluble" we include agents that are water dispensible. Such agents 5 include:

- 1) Ion capture agents - agents which prevent metal ions from forming insoluble salts or reacting with surfactants, such as polyphosphate, monomeric polycarbonates, such as citric acid or salts thereof.
- 10 2) Anti-nucleating agents - agents which prevent seed crystal growth, such as polycarbonate polymers, such as polyacrylates, acrylic/maleic copolymers, phosphonates, and acrylic phosphonates and sulfonates.
- 15

Indicator

As described above a number of different methods may be 20 used to indicate to the consumer that the product has worked or that the product has been exhausted.

Shape and/or Size

25 Preferably the enclosing wall or part of the enclosing wall is made from a flexible material.

The inclusion in a flexible product of water absorbent gelling material, absorbent particles, superabsorbent 30 particles, absorbent fibers and superabsorbent fibers will lead to a change in the shape and/or size of the product. The absorbent material can be either a single absorbent material or a blend of absorbent materials, comprising

11284P6GB

12

material that is capable of turning into a gel upon being wetted, and thus retaining large amounts of liquids with respect to its own original volume. Preferred materials in this respect are so-called superabsorbent polymers or SAP,
5 in the form of particles, powders or fibres, however, according to the invention other known absorbent materials can be used, both in powder and fibre form. A variety of such materials are known to the art.

10 It will be appreciated that the use of such absorbent materials may also change the flexibility of the product after use.

Colour

15 A dye could be employed that is retained in the product to give a colour change, on exhaustion of the water-insoluble agent inside the product. Such products are available, such as crystal violet.

20 Alternatively a dye sensitive to the presence or absence of calcium, and or magnesium ions, is present in and retained by the product. Suitable calcium indicators are selected from metalphthalein, 3,4-dihydroxy-9,10-diazo-2-anthracene sulfonic acid (Alizarin Red S),
25 ammonium purpurate, 1-(1-hydroxy-2-naphthylazo)-5-nitro-2-naphthol-4-sulfonic acid (Eriochrome Black T) and 1-(1-hydroxy-4-methyl-2-phenylazo)-2-naphthol-4-sulfonic acid (Calmagite).

30 Preferably any dye is ionically bound inside the product, either to the enclosing wall or the water-

11284P6GB

13

insoluble agent. Methods of ionically binding dyes are disclosed in WO02084278.

Opacity and/or transparency

5

Changes may be designed to occur with the visual properties of the product such that it appear to be more or less translucent or transparent. Changes may be effected through the use of agents that dissolve during 10 the use of the product, for example pore occluding elements.

Surface Texture

15 Water-soluble coatings on the product may be used to modify the "before" and "after" texture of the product.

The method of the invention is suitably carried out at a temperature in the range 5 to 100°C, especially 10 to 20 60°C, most preferably 20 to 60°C.

Preferably the product is able to move freely within the water used in the method. Preferably the product is immersed in the water substantially throughout the method. 25 Thus, it is preferably not in the form of a filter or like body, retained in a fixed orientation, or mounted on a frame (except in the third aspect of the invention, defined hereinafter).

30 In the method of the invention the product could be a rigid or flexible body with porous openings present throughout its enclosing wall (which term we use to denote a product with one or several facets). It may be

11284P6GB

14

spherical or ovoid or cubic or cuboid, or any other convenient shape. It could comprise a microporous openings throughout its wall, but having one or more windows set into its wall.

5

Manufacture

Preferably the product is formed into a flat container or a sachet from a bag or sandwich of sheets, having at 10 least one perforated outer wall; for example of a woven, knitted or preferably non-woven material, of textile or paper. The material is in the form of single layer or laminated sheets. Preferably the wall comprises a sheet with a ply of one, two or three layers, such that any 15 insoluble modifying agent inside the bag is too large to pass through the perforation(s) or must follow a tortuous pathway if it were to exit the bag through the wall.

The wall of a bag may conveniently consist of two sheets 20 secured together about their periphery, with the agent therebetween. The agent could comprise a further sheet or sheets. The securing may be by means of adhesive or dielectric welding or, preferably, heat sealing or, most preferably, ultrasound sealing. When the securing is by 25 heat sealing the sheets may comprise a thermoplastic to facilitate this. The material forming the adhesive strips can be a so called hot melt comprising various materials, such as APP, SBS, SEBS, SIS, EVA and the like, or a cold glue, such as a dispersion of various materials, e.g. SBS, 30 natural rubber and the like, or even a solvent-based or a two-component adhesive system. Furthermore, the material may be capable of crosslinking to form specific, permanent chemical bonds with the various layers. The amount of

11284P6GB

15

adhesive is a function of the type of adhesive used, however it is generally between 0.2 and 20 g/m².

Conventional materials used in tea bag manufacture or in the manufacture of sanitary or diaper products may be suitable, and the techniques used in making tea bags or sanitary products can be applied to make flexible products useful in this invention. Such techniques are described in WO 98/36128 and EP 380127A.

10

The product could be discarded after use, or it could be regenerated, for example using sodium chloride to effect ion exchange, and re-used.

15 In addition to a substantially insoluble modifying agent the product could contain a soluble solid material or a dispersible solid material which can pass through the walls of the bag when immersed in water. Such a soluble or dispersible solid material could be, for example, any
20 of the materials mentioned above as being possible components of compositions with which the product can be used; but particularly includes a cleaning surfactant.

Furthermore the wall of the product may itself act as
25 a further means for modifying the water, for example by having the capability of capturing undesired species in the water and/or releasing beneficial species. Thus, the wall material could be of a textile material with ion-capturing and/or ion-releasing properties, for example as
30 described above.

In accordance with a first aspect of the invention there is provided a product having an enclosing wall and

11284P6GB

16

containing a substantially water-insoluble water softening agent, and a water-soluble water softening agent, the wall being permeable to water and to the water-soluble water softening agent dissolved therein but impermeable to the
5 substantially water-insoluble modifying agent characterised in that the product has a different appearance before being contacted with the hard water than after the product is contacted with the hard water.

10

In accordance with a further aspect of the invention there is provided a method of providing improved cleaning in a clothes washing machine, wherein a product containing a substantially water-insoluble water softening agent
15 having a wall permeable to water and to metal ions therein but impermeable to the agent is located in the loading drawer of the machine such that inflowing rinse water flows through the product, thereby effecting the softening of rinse water entering the machine characterised in that
20 the product has a different appearance before being contacted with the hard water than after the product is contacted with the hard water.

25 Preferably water entering the machine and which is not rinse water does not flow through the product.

The product may be a rigid body which is shaped to locate snugly in the tray such that the inflowing rinse
30 water is compelled to flow through it. Alternatively it may be a flexible body, for example a bag, which packs into the flow pathway for the rinse water such that the rinse water is compelled to flow through it. This is an

11284P6GB

17

efficient approach to softening the water used in clothes washing machines. Suitably the main wash water will not have flowed through the product, but softening thereof is effected by the conventional builders present in the 5 laundry detergent composition. Prior to rinsing, the wash water containing the builders is drained away and only then is the rinse water delivered into the machine, this rinse water having been softened by flowing through the product located in the loading tray. Neither the builders 10 nor the sequestrant in the product are active at the same time as the other. Thus, they do not compete with each other and are not used wastefully.

In accordance with a further aspect of the invention 15 there is provided a method of providing improved cleaning in a clothes washing machine, wherein a product containing a substantially water-insoluble water softening agent, having a wall permeable to water and to metal ions therein but impermeable to the agent is located in the machine 20 such that hard water flows through the product, thereby effecting the softening of the water in the machine characterised in that the product has a different appearance before being contacted with the hard water than after the product is contacted with the hard water.

25

In accordance with a fifth aspect of the invention we present a process for the preparation of a product, as defined herein, comprising

30 partially coating a first web by placing a composition comprising a water insoluble water softening agent onto the first web and, optionally, pressing the composition onto the first web;

11284P6GB

18

optionally applying an adhesive to the uncoated top surface of the first web;

- placing a second web over the first web;
- sealing the first web onto the second web at uncoated 5 points along the first web; and, optionally, cutting or perforating the web along at least one axis of the seal between the first and second web.

The invention will now be described, by way of 10 example, with reference to the following embodiments.

Actives in Sachet	Amt	Wt.%	Amt	Wt.%	Amt	Wt.%	Amt	Wt.%	Amt	Wt.%	Amt	Wt.%
Acusol WE	5.00	42.7	6.00	55.1	3.84	29.0	4.80	28.6	5.00	39.3	4.00	34.8
Citric Acid	2.85	24.4	3.00	28.0	5.43	41.0	6.79	40.4	2.85	22.4	2.50	21.7
HEDP	0.10	0.9	0.15	1.4	0.10	0.8	0.10	0.6	0.10	0.8	0.10	0.9
Cation Exchange Resin	3.00	25.6	1.10	10.3	3.00	22.6	4.00	23.8	4.00	31.4	4.00	34.8
Super absorbent polymer	0.25	2.1	0.25	2.3	0.80	6.0	0.90	5.4	0.70	5.5	0.70	6.1
Esterquat	0.50	4.3	0.20	1.9	0.09	0.68	0.20	1.2	0.085	0.67	0.20	1.7
Total (grams)	11.7		10.7		13.28		16.79		12.74		11.5	

The sachet was made from Polypropylene nonwoven sheets Leutrasil™ available from Freudenberg Nonwovens. The 15 sachets were made in accordance with the technical teachings of WO 98/36128 and EP 380127A.

11284P6GB

19

CLAIMS

1. A method of softening water, wherein hard water is contacted with a product having an enclosing wall and containing a substantially water-insoluble water-softening agent able to bind calcium ions, the wall being permeable to the water and to components dissolved therein but retaining the substantially water-insoluble water-softening agent characterised in that the product has a different appearance after being contacted with the hard water than before the product is contacted with the hard water.
2. A method as claimed in claim 1, being a ware washing method using a ware washing machine.
3. A method as claimed in claim 2, wherein the machine is a clothes washing machine.
- 20 4. A method as claimed in claim 1, wherein the method is a manual cleaning method.
5. A method as claimed in any preceding claim, wherein the product is a sachet.
- 25 6. A method as claimed in any preceding claim, wherein the substantially water-insoluble modifying agent is a cation exchange resin.
- 30 7. A method as claimed in any claim from 1 to 6 wherein the product changes shape or size.

11284P6GB

20

8. A method as claimed in any claim from 1 to 6 wherein the product changes opacity.

9. A method of providing improved cleaning in a clothes
5 washing machine, wherein a product containing a
substantially water-insoluble water softening agent,
having a wall permeable to water and to metal ions therein
but impermeable to the agent is located in the machine
such that hard water flows through the product, thereby
10 effecting the softening of the water in the machine
characterised in that the product has a different
appearance before being contacted with the hard water than
after the product is contacted with the hard water.

15

11284P6GB

21

ABSTRACT**WATER-SOFTENING METHOD**

5 This invention relates to a method of water-softening using a water-softening product and products useful in such methods. The invention describes such products and processes wherein a change to the product occurs during the water-softening process.